

Position Title: Chief Operating Officer

Department: Human Resources

Reports to: CEO

Job Type: Regular

Job Status: Full Time

FLSA Status: Exempt

Position summary: Established in 1973, the GAHCC is the leading resource and advocate in Central Texas for Hispanic businesses to create and expand wealth opportunities by developing business management skills, relationships and bridging access to financial capital while maintaining our cultural values and integrity.

The COO will report directly to the CEO to determine and formulate policies and provide overall direction of the Chamber within guidelines and the strategy set by the CEO and board of directors. The COO will also lead the Chamber's day-to-day operations by working with the Chamber team to contribute to the smooth running of the Chamber operations and meeting of financial and other targets throughout the year.

A competitive compensation and benefits package is available and includes employer paid health benefits, term life insurance, short-term and long-term disability for employee-only coverage.

Duties:

- Work with the CEO to drive new initiatives to meet the Chamber's key objectives.
- Analyze operations to evaluate performance of the organization and its staff in meeting objectives and to determine areas of potential cost reduction, program improvement, and policy change.
- Review reports submitted by staff members to recommend approval and to suggest changes.
- Direct, plan, and implement policies, objectives, and activities of organizations and businesses to ensure continuing operations, to maximize returns on investments, and to increase productivity.
- Implement corrective action plans to solve organizational and departmental problems.
- Work with the Chamber team to provide regular direction and project oversight as well as ensure the meeting of financial and other targets throughout the year.
- Evaluate and manage vendor contracts annually and maintain copies of contracts and memos of understanding with vendors.
- Work with staff to develop a marketing plan for the organization and develop processes to keep the website up to date and relevant to the members.
- Attend Chamber events and assist in their successful implementation.
- Work with community partners, board members and organization officials to promote and advance Chamber initiatives.
- Performs other duties or related projects as assigned.

Skills:

- Active Learning - Understanding the implications of new information for both current and future problem-solving and decision-making.
- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Complex Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Creative thinking – Discovering certain patterns of information making abstract connections between seemingly unrelated data.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Fast Learning – Adapting to innovative tools and systems rapidly.
- Judgment and Decision Making - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Management of Financial Resources - Determining how money will be spent to get the work done, and accounting for these expenditures.
- Management of Personnel Resources - Motivating, developing, and directing people as they work, identifying the best people for the job.
- Management of Material Resources - Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Negotiation - Bringing others together and trying to reconcile differences.
- Reading Comprehension - Understanding written sentences and paragraphs in work related documents.

- Self-Starter – Beginning working or undertaking a project on his or her own initiative, without needing to be told or encouraged to do so.
- Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.
- Speaking - Talking to others to convey information effectively.
- Technology Design - Generating or adapting equipment and technology to serve user needs.
- Systems Evaluation - Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Time Management - Managing one's own time and the time of others.
- Troubleshooting - Determining causes of operating errors and deciding what to do about it.
- Writing - Communicating effectively in writing as appropriate for the needs of the audience.

Additional Requirements:

- Level of Education: Bachelor's Degree required; Master's Degree preferred
- Certifications: Graduate certificate in operations management a plus
- Percentage of Travel: 10%
- Supervisory Responsibility: Yes
- Level of experience necessary for this position: 6-9 years
- Experience of having led an organization, non-profit, or business preferred.

Work Environment: Office- This position requires frequent sitting, walking, standing, reading, seeing, speaking, hearing, listening, organizing, interpreting data and information, operating office equipment, typing using a computer keyboard and mouse, viewing a computer screen monitor, and use of a telephone. Some positions may require lifting patients, occasional bending or kneeling. The working environment consists of an indoor and climate-controlled setting the majority of the time. Some travel may be required.